

**Indiana Mental Health and Addiction Transformation Work Group
Consumer/Family Involvement Sub-Committee:**

In Evaluation of Services, Consumers Families Need:

1. A high degree of Inclusion:

- in evaluation of my own Individual services as well as at the systems level, including the evaluation of Hospital providers, evaluation of local community providers and the evaluation of what DMHA provides.
- that is part of an overall organizational management strategy, rather than a series of ad hoc projects. That is, the state will have Inclusion as part of a top down commitment to a Continuous Quality Improvement process that is an ongoing task force with consumer and family membership, not for a particular end or case at hand without consideration of wider or ongoing application.
- in designing the outcomes which will be evaluated, review all requests for proposals for the evaluation contracts; Inclusion in recruiting the consumers and families who will be involved; Inclusion in decisions about the management of the evaluation budget; Inclusion in Identifying training needs of the evaluation team; Inclusion of a minimum of two consumers who are not mental health service providers on the team to avoid tokenism; Inclusion in conducting the evaluation interviews; Inclusion in analyzing data; Inclusion in interpreting data and identify findings; and Inclusion in Reporting results:
 - A. To consumers & families
 - B. To providers
 - C. To the local community
 - D. To the state community (i.e.: regional TA meeting presentations)

2. Information:

- available in layman's language
- available in different levels of linguistics

3. Training:

- in evaluation and in the policies / procedures of our team
- to help us understand the project and gain a sense of competency in completing the work

4. Supports:

- to eliminate stereotypes and to battle tokenism
- in the Readiness of the organization and community to support us throughout the process
- that guides our development as an evaluation team member who brings experience-based expertise to the team.

- of reasonable accommodations for those who may participate with different levels of intensity or at different times depending on our outside obligations
- of **financial compensation** for our time and experience-based expertise:
 - A. Stipend to offset loss of wages
 - B. Travel expenses
 - C. Lodging
 - D. Meals
 - E. Childcare
 - F. Parking
 - G. Toll free phone line available for conference calling